

STATE OF SOUTH DAKOTA  
OFFICE OF PROCUREMENT MANAGEMENT  
523 EAST CAPITOL AVENUE  
PIERRE, SOUTH DAKOTA 57501-3182

**Resource Provider Recruitment, Training and Assessment**

**Proposals Are Due No Later Than: 03/11/13 by 5:00 PM CST**

**RFP #: 2033**

**BUYER:** Division of Child  
Protection Services

**Point of Contact**  
Department of Social  
Services.

Mark Close

Mark.Close@state.sd.us

**READ CAREFULLY**

FIRM NAME: \_\_\_\_\_ AUTHORIZED SIGNATURE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ TYPE OR PRINT NAME: \_\_\_\_\_

CITY/STATE: \_\_\_\_\_ TELEPHONE NO: \_\_\_\_\_

ZIP (9 DIGIT): \_\_\_\_\_ FAX NO: \_\_\_\_\_

FEDERAL TAX ID#: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

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**PRIMARY CONTACT INFORMATION**

CONTACT NAME: \_\_\_\_\_ TELEPHONE NO: \_\_\_\_\_

FAX NO: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

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## 1.0 **GENERAL INFORMATION**

### 1.1 **PURPOSE OF REQUEST FOR PROPOSAL (RFP)**

The purpose of this request for proposal is to select an offeror to provide PARENTAL RESOURCES FOR INFORMATION, DEVELOPMENT and EDUCATION (PRIDE) assessment and training for prospective foster and adoptive families in South Dakota. These families will provide homes for children in the custody and/care of the Department of Social Services. The request for proposal also includes capturing data from families inquiring about becoming a foster and/or adoptive parent.

### 1.2 **ISSUING OFFICE AND RFP REFERENCE NUMBER**

The Department of Social Services is the issuing office for this document and all subsequent addenda relating to it, on behalf of the State of South Dakota, Division of Child Protection Services. The reference number for the transaction is RFP #2033. Refer to this number on all proposals, correspondence, and documentation relating to the RFP.

Please refer to the Department of Social Services website link <http://dss.sd.gov/rfp/index.asp> for the RFP, any related questions/answers, changes to schedule of activities, etc.

### 1.3 **LETTER OF INTENT**

All interested offerors must submit a **Letter of Intent** to respond to this RFP.

The letter of intent must be submitted to Mark Close via email at [Mark.Close@state.sd.us](mailto:Mark.Close@state.sd.us) by 01-25-13. Please place the following in the subject line of your email: "**Letter of Intent for RFP 2033**".

### 1.4 **SCHEDULE OF ACTIVITIES (SUBJECT TO CHANGE)**

RFP Publication	<u>01-14-13</u>
Letter of Intent to Respond Due	<u>01-25-13</u>
Deadline for Submission of Written Inquiries	<u>01-30-13</u>
Responses to Offeror Questions	<u>02-08-13</u>
Proposal Submission	<u>03-11-13</u>
Oral Presentations/discussions (if required)	<u>To Be Announced if Needed</u>
Deadline for Completion of Site Visits (if required)	<u>To Be Announced if Needed</u>
Proposal Revisions (if required)	<u>To Be Announced if Needed</u>
Anticipated Award Decision/Contract Negotiation	<u>04-12-13</u>

### 1.5 **SUBMITTING YOUR PROPOSAL**

All proposals must be completed and received in the Department of Social Services by the date and time indicated in the Schedule of Activities.

Proposals received after the deadline will be late and ineligible for consideration.

An original and seven (7) identical copies of the proposal shall be submitted. In addition, the offeror should provide one (1) copy of their entire proposal, including all attachments, in PDF electronic format. Offerors may not send the electronically formatted copy of their proposal via email.

**The cost proposal must be in a separate sealed envelope and labeled “Cost Proposal”.**

All proposals must be signed in ink by an officer of the responder legally authorized to bind the responder to the proposal, and sealed in the form intended by the respondent. Proposals that are not properly signed may be rejected. The sealed envelope must be marked with the appropriate RFP Number and Title. The words “Sealed Proposal Enclosed” must be prominently denoted on the outside of the shipping container. **Proposals must be addressed and labeled as follows:**

**REQUEST FOR PROPOSAL #2033 PROPOSAL DUE 03-11-13**  
**SOUTH DAKOTA DEPARTMENT OF SOCIAL SERVICES**  
**ATTENTION: MARK CLOSE**  
**700 GOVERNORS DRIVE**  
**PIERRE, SD 57501-2291**

All capital letters and no punctuation are used in the address. The above address as displayed should be the only information in the address field.

No proposal may be accepted from, or any contract or purchase order awarded to any person, firm or corporation that is in arrears upon any obligations to the State of South Dakota, or that otherwise may be deemed irresponsible or unreliable by the State of South Dakota.

#### **1.6 CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION – LOWER TIER COVERED TRANSACTIONS**

By signing and submitting this proposal, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation, by any Federal department or agency, from transactions involving the use of Federal funds. Where the offeror is unable to certify to any of the statements in this certification, the bidder shall attach an explanation to their offer.

#### **1.7 NON-DISCRIMINATION STATEMENT**

The State of South Dakota requires that all contractors, vendors, and suppliers doing business with any State agency, department, or institution, provide a statement of non-discrimination. By signing and submitting their proposal, the offeror certifies they do not discriminate in their employment practices with regard to race, color, creed, religion, age, sex, ancestry, national origin or disability.

#### **1.8 MODIFICATION OR WITHDRAWAL OF PROPOSALS**

Proposals may be modified or withdrawn by the offeror prior to the established due date and time.

No oral, telephonic, telegraphic or facsimile responses or modifications to informal, formal bids, or Request for Proposals will be considered.

#### **1.9 OFFEROR INQUIRIES**

Offerors may email inquiries concerning this RFP to obtain clarification of requirements. No inquiries will be accepted after the date and time indicated in the Schedule of Activities. Email inquiries must be sent to Mark Close at Mark.Close@state.sd.us with the subject line “RFP #2033”.

The Department of Social Services responses to the offeror's inquiries will be posted on the DSS website at <http://dss.sd.gov/rfp/index.asp> . Offerors may not rely on any other statements, either of a written or oral nature, that alter any specification or other term or condition of this RFP. Offerors will be notified in the same manner as indicated above regarding any modifications to this RFP.

#### **1.10 PROPRIETARY INFORMATION**

The proposal of the successful offeror(s) becomes public information. Proprietary information can be protected under limited circumstances such as client lists and non-public financial statements. Pricing and service elements are not considered proprietary. An entire proposal may not be marked as proprietary. Offerors must clearly identify in the Executive Summary and mark in the body of the proposal any specific proprietary information they are requesting to be protected. The Executive Summary must contain specific justification explaining why the information is to be protected. Proposals may be reviewed and evaluated by any person at the discretion of the State. All materials submitted become the property of the State of South Dakota and may be returned only at the State's option.

#### **1.11 LENGTH OF CONTRACT**

The contract resulting from this RFP will be issued for a period of one (1) year, June 1, 2013 to May 31, 2014, with the option for renewal for up to two (2), one (1) year contracts at the discretion of the State of South Dakota. The laws of South Dakota shall govern this transaction.

#### **1.12 GOVERNING LAW**

Venue for any and all legal action regarding or arising out of the transaction covered herein shall be solely in the State of South Dakota. The laws of South Dakota shall govern this transaction.

#### **1.13 DISCUSSIONS WITH OFFERORS (ORAL PRESENTATION/NEGOTIATIONS)**

An oral presentation by an offeror to clarify a proposal may be required at the sole discretion of the State. However, the State may award a contract based on the initial proposals received without discussion with the offeror. If oral presentations are required, they will be scheduled after the submission of proposals. Oral presentations will be made at the offeror's expense.

This process is a Request for Proposal/Competitive Negotiation process. Each Proposal shall be evaluated, and each respondent shall be available for negotiation meetings at the State's request. The State reserves the right to negotiate on any and/or all components of every proposal submitted. From the time the proposals are submitted until the formal award of a contract, each proposal is considered a working document and as such, will be kept confidential. The negotiation discussions will also be held as confidential until such time as the award is completed.

## **2 STANDARD AGREEMENT TERMS AND CONDITIONS**

Any contract or agreement resulting from this RFP will include the State's standard terms and conditions as listed on Attachment A.

### **3.0 SCOPE OF WORK**

The Department of Social Services vision is Strong Families – South Dakota's Foundation and Our Future. The purpose of the Division of Child Protection Services is to assure children's safety, permanency and well-being. The goal of Child Protection Services is to maintain children safely in their homes and when not possible, children may need either a temporary or permanent alternative family setting. Therefore, Child Protection Services must have processes in place to assure foster and adoptive families are prepared to meet the unique needs of children in custody.

#### **3.1 PRIDE (PARENT RESOURCES FOR INFORMATION, DEVELOPMENT AND EDUCATION)**

The Offeror will assist the State of South Dakota in recruiting resource parents by collaborating with and supporting efforts in the Rapid City and Sioux Falls areas developed by the Recruitment, Development, and Retention Workgroup.

PRIDE (Parental Resources for Information, Development and Education) is the foundation for all applicants who wish to become foster and adoptive parents for the Department of Social Services. PRIDE is a model for the development and support of resource families. It is designed to strengthen the quality of family foster care and adoption services by providing a standardized, structured framework for recruiting, preparing and selecting foster and adoptive parents. It provides foster parent in-service training and ongoing professional development. The PRIDE Program's goals are to help:

- Meet the protective, developmental, cultural, and permanency needs of children placed with foster and adoptive families.
- Strengthen families, whether they are families of origin, blended families, kinship families, foster families, adoptive families, or members of a tribe or clan.
- Strengthen the quality of family foster care and adoption services by providing a standardized, structured framework for pre-service training and mutual assessment; for foster parent in-service training; and for on-going professional development.

##### **3.1.1 Written Documents**

Child Protection Services will provide letter templates to be used by the offeror for all correspondence with prospective foster/adoptive applicants. Changes to the letter templates must have prior approval from Child Protection Services.

##### **3.1.2 Components of PRIDE**

###### **A. Inquiry Functions:**

- The offeror will maintain a phone number in Sioux Falls and Rapid City designated to receive phone calls from prospective foster/adoptive parents.
- The offeror will utilize the PRIDE model when responding to inquiries for foster care.
- The offeror will develop and maintain an inquiry listing that organizes information gathered from prospective foster parents.
- The offeror will develop a process for prospective PRIDE attendees to assure PRIDE waiting lists are minimal and PRIDE sessions are full.
- The offeror will maintain contact with prospective foster parents who have inquired about the PRIDE process to keep them engaged in the process.

###### **B. PRIDE Training**

- Describe in the RFP if staff assigned as trainers are certified PRIDE trainers and their experience. If not, what steps will be taken to obtain PRIDE Training of Trainers for staff.
- Describe in the RFP how a total of twenty-three (23) PRIDE pre-service trainings, each consisting of thirty (30) hours (10 sessions), will be scheduled and delivered within the Child Protection Services Regions as listed below **(See Attachment B – Child Protection Services Regional Map):**

1. Region 1 – five (5) Minimum class size of 8 families
2. Region 2 – two (2) Minimum class size of 5 families
3. Region 5 – six (6) Minimum class size of 6 families
4. Region 6 – six (6) Minimum class size of 8 families
5. Region 7 – four (4) Minimum class size of 6 families

- If minimum class size cannot be achieved with prospective foster homes the number can be supplemented with a kinship family, one on one PRIDE, or an additional home study.
- The Department may adjust the number of PRIDE pre-service trainings by region based on the demand for trainings in each region. Classes will be scheduled when families can attend and where they live.
- The Department may also request on a case by case basis the completion of individual PRIDE for specific families identified by the Department. Describe in the RFP how individual PRIDE would be delivered to the family.

**C. Mutual Assessment:**

The Mutual Assessment process is designed to help families assess their strengths and needs for support in relation to the five competency categories:

- Protecting and nurturing children
- Meeting children's developmental needs and addressing developmental delays
- Supporting relationships between children and their families
- Connecting children to safe, nurturing relationships to last a lifetime
- Working as a member of a professional team

Describe in the RFP how the mutual assessment process will occur with each perspective foster parent and/or adoptive parent applicant and how each of the competency categories will be assessed.

**D. Initial Home Study:**

The offeror will be expected to complete the Initial Home Study on perspective applicants for licensure and adoption approval who complete the training and assessment process using the Initial Home Study documents provided by Child Protection Services (**See Attachment C. – Initial Home Study**).

The selected offeror will be expected to make a recommendation regarding licensure and or adoption of the applicants.

The selected offeror will be expected to comply with timeframes established for the licensure of prospective foster/adoptive families according to ARSD 67:42:01:16. The timeframe for licensure from the date the application is signed to the issuance of the licensed is 120 days. All documents associated with the licensing process including the home study, must be returned to Child Protection Services by the 100 day mark. Any exceptions need to be approved by Child Protection Services.

Describe in the RFP what efforts will occur to assure that the Initial Home Study is completed with the required timeframe.

The offeror will be expected to administer a total of one hundred fifty two (152) Initial Home Studies within Child Protection Services. The number of expected initial home studies by region is as follows:

- Region 1 – forty eight (48) per year, Minimum of 7 home studies per class
- Region 2 – eight (8) per year, Minimum of 4 home studies per class
- Region 5 – thirty (30) per year Minimum of 5 home studies per class
- Region 6 – forty eight (48), Minimum of 7 home studies per class

- Region 7 – twenty (20) per year, Minimum of 5 per class

**E. Exchange of Information:**

Describe in the RFP how the exchange of information will occur between Child Protection Services and the offeror regarding the information in A. through D.

**F. Monitoring and Evaluation:**

- Assure quality of home studies. Describe in the RFP what process will be utilized to monitor the consistency and quality of Foster/Adoptive Home Studies completed by assigned staff to include but not limited to the following:
  - Grammar/Spelling
  - Content to include analysis of information
  - Assurances that appropriate contacts have been made for gathering information to support statements and to get clarity on questions/concerns
  - Valid References
  - Background Checks:
    - FBI/DCI Criminal Records Check
    - In-state and out-of-state Central Registry Checks
    - Sexual Offender Checks
- Describe in the RFP what process will be utilized to evaluate the performance of staff assigned to complete the work
- Describe in the RFP the evaluation format that will be completed by each applicant after completion of thirty (30) hour training.

**3.1.3 PRIDE Reporting Requirement**

The selected offeror will be expected to submit a Quarterly and End of the Year Report to Child Protection Services State Office with the following information:

- Number of PRIDE training sessions to include dates of sessions and location of sessions during the last quarter and for the entire year
- Name and race of participants enrolled by session and location
- Number of participants who complete each session by session dates and location
- Number of completed home studies with family's name, race and type of resource
- Outcome for each PRIDE referral to include;
  - No response from perspective foster/adoptive parent;
  - Perspective foster/adoptive parent chose not to complete process and reason(s) why;
  - Perspective foster/adoptive parent successfully completed process.
- Evaluation feedback on the quality of training
- Detailed report of expenditures for the quarter and the amount left in the grant agreement

**3.2 The selected offeror must provide assurances for the following program responsibilities and expectations in the proposal and provide copies of policy and procedure materials upon request:**

- Confidentiality of Child Protection Services information.
- Financial management, including management of multiple funding sources, separate from all other agency funding. Financial income vs. expenditure reports must be submitted on a quarterly basis to the State. An outside accounting firm may be used to meet this requirement.
- Allow Child Protection Services to review all financial records related to the grant upon request.
- Sound personnel and administrative policies and practices are in place for employees that include an employee manual addressing policies such as sick and annual leave, work adjust hours, overtime, employee review process and expense reimbursement requests.
- Each employee is aware of mandatory child abuse and neglect reporting requirements.

- Communicate with Child Protection Services on an ongoing basis regarding any concerns regarding the services required under the contract.
- Monthly conference calls and/or face to face visits will be arranged between Offeror and Child Protection Staff to review progress and resolve issues regarding the contract.
- Give credit to Child Protection Services for its funding support on all press releases, reports, brochures, and other related materials. Provide Child Protection Services with draft materials for approval.
- Provide telephone service, voice messaging service, e-mail access, internet access, and a general agency e-mail address.

**3.3** The successful offeror will have the following organization qualities and characteristics:

- A history of providing high quality training and consultation at the community level.
- A philosophical comment and demonstrated experience in collaboration and partnership with DSS.
- An administrative structure capable of efficiently managing statewide consultant staff as well as subcontracts where necessary.
- Demonstrated leadership capability and orientation to developing services in collaboration with DSS and/or other provider agencies as well as making changes to services provided as the needs of the State continue to change.
- A strong commitment to address cultural diversity.
- A history of demonstrated effectiveness in subcontract management and/or lead agency coordination of multiple providers and ability to provide stability for these projects. As well as a description of how challenging issues were addressed within those contracts.

**3.4** System outcomes to be accomplished within the context of this contract:

- Assure PRIDE training is available in the Regions identified; Increase the number of foster and adoptive parents who attend training;
- Reduce the number of individuals waiting for PRIDE training
- Increase the number of licensed foster families and adoptive families
- Increase public recognition of the valued role of foster/adoptive families with-in the child welfare system in an area and statewide basis
- Continuous focus on professionalizing the role of foster parents within the DSS placement system.
- A description of needed resources, both personnel and non personnel needed to perform all activities on the RFP.

#### **4.0 PROPOSAL REQUIREMENTS AND COMPANY QUALIFICATIONS**

- 4.1 The offeror is cautioned that it is the offeror's sole responsibility to submit information related to the evaluation categories and that the State of South Dakota is under no obligation to solicit such information if it is not included with the proposal. The offeror's failure to submit such information may cause an adverse impact on the evaluation of the proposal.
- 4.2 **Offeror's Contacts:** Offerors and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all of their questions or comments regarding the RFP, the evaluation, etc. to the buyer of record indicated on the first page of this RFP. Offerors and their agents may not contact any state employee other than the buyer of record regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific procurements. Offerors and their agents who have questions regarding this matter should contact the buyer of record.
- 4.3 The offeror **MUST** submit a copy of their most recent independently audited financial statements.



- 4.4 Provide the following information related to at least three previous and current service/contracts performed by the offeror's organization which are similar to the requirements of this RFP. Provide this information for any service/contract that has been terminated, expired or not renewed in the past three years:
- a. Name, address and telephone number of client/contracting agency and a representative of that agency who may be contacted for verification of all information submitted;
  - b. Dates of the service/contract; and
  - c. A brief, written description of the specific prior services performed and requirements thereof.
- 4.5 If an offeror's proposal is not accepted by the State, the proposal will not be reviewed/evaluated.

## **5.0 PROPOSAL RESPONSE FORMAT**

- 5.1 An original and seven (7) copies shall be submitted.
- 5.1.1 In addition, the offeror should provide one (1) copy of their entire proposal, including all attachments, in PDF electronic format. Offerors may not send the electronically formatted copy of their proposal via email.
  - 5.1.2 The proposal should be page numbered and should have an index and/or a table of contents referencing the appropriate page number.
- 5.2 All proposals must be organized and tabbed with labels for the following headings:
- 5.2.1 **RFP Form.** The State's Request for Proposal form completed and signed.
  - 5.2.2 **Executive Summary.** The one or two page executive summary is to briefly describe the offeror's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the offeror. The reader should be able to determine the essence of the proposal by reading the executive summary. Proprietary information requests should be identified in this section.
  - 5.2.3 **Detailed Response.** This section should constitute the major portion of the proposal and must contain at least the following information:
    - 5.2.3.1 A complete narrative of the offeror's assessment of the work to be performed, the offeror's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the offeror's understanding of the desired overall performance expectations.
    - 5.2.3.2 A specific point-by-point response, in the order listed, to each requirement in the RFP. The response should identify each requirement being addressed as enumerated in the RFP.
    - 5.2.3.3 A clear description of any options or alternatives proposed.
  - 5.2.4 **Cost Proposal.** Cost will be evaluated independently from the technical proposal. Offerors may submit multiple cost proposals. All costs related to the provision of the required services must be included in each cost proposal offered.

The cost proposal must be submitted in a separate sealed envelope labeled "Cost Proposal" as outlined in section 1.6 of this RFP.

See section 7.0 for more information related to the cost proposal.

## **6.0 PROPOSAL EVALUATION AND AWARD PROCESS**

- 6.1 After determining that a proposal satisfies the mandatory requirements stated in the Request for Proposal, the evaluator(s) shall use subjective judgment in conducting a comparative assessment of the proposal by considering each of the following criteria:
- 6.1.1 Specialized expertise, capabilities, and technical competence as demonstrated by the proposed approach and methodology to meet the project requirements;
  - 6.1.2 Resources available to perform the work, including any specialized services, within the specified time limits for the project;
  - 6.1.3 Record of past performance, including price and cost data from previous projects, quality of work, ability to meet schedules, cost control, and contract administration;
  - 6.1.4 Proposed project management techniques;
  - 6.1.5 Ability and proven history in handling special project constraints;
  - 6.1.6 Availability to the project locale;
  - 6.1.7 Familiarity with the project locale
  - 6.1.8 Cost proposal.
- 6.2 Experience and reliability of the offeror's organization are considered subjectively in the evaluation process. Therefore, the offeror is advised to submit any information which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP.
- 6.3 The qualifications of the personnel proposed by the offeror to perform the requirements of this RFP, whether from the offeror's organization or from a proposed subcontractor, will be subjectively evaluated. Therefore, the offeror should submit detailed information related to the experience and qualifications, including education and training, of proposed personnel.
- 6.4 The State reserves the right to reject any or all proposals, waive technicalities, and make award(s) as deemed to be in the best interest of the State of South Dakota.
- 6.5 **Award:** The requesting agency and the highest ranked offeror shall mutually discuss and refine the scope of services for the project and shall negotiate terms, including compensation and performance schedule.
- 6.5.1 If the agency and the highest ranked offeror are unable for any reason to negotiate a contract at a compensation level that is reasonable and fair to the agency, the agency shall, either orally or in writing, terminate negotiations with the contractor. The agency may then negotiate with the next highest ranked contractor.
  - 6.5.2 The negotiation process may continue through successive offerors, according to agency ranking, until an agreement is reached or the agency terminates the contracting process.

## **7.0 COST PROPOSAL**

The offeror should submit their proposal for allocation of various expenses associated with providing services to the State within the scope of their proposal. This proposal should include all costs associated with administrative costs,

employee salaries and benefits, for direct and indirect care staff, insurance vehicle costs, facility rent/lease/maintenance cost, office supply costs, utilities, professional fees and contract services and any other expenses that are deemed necessary to perform the services outlined in this proposal.